

After-sales service for integrated cabinet systems used for field research

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Is there a systematic review of research on after-sales and aftermarkets?

Yet, there is an absence of a systematic review to analyse research studies on after-sales and aftermarkets in a POM context. This article reviews the POM literature on after-sales services and aftermarket support. The review identifies and critically appraises 249 peer-reviewed articles published between 1970 and 2018.

How important are after-sales services and aftermarket support for industrial companies?

After-sales services and aftermarket support: a systematic review, theory and future research directions

After-sales and aftermarkets are significant revenue streams for industrial companies.

What is after-sales service?

After-sales service refers to the support and services offered to customers after the point of purchase. This may include technical support, product installation, troubleshooting, maintenance, upgrades, returns/exchanges, warranties, onboarding, community access, and self-help support.

Which after-sales service management software is best?

Let's review each after-sales service management software in detail: Best for: OEMs who need a connected platform for asset tracking, customer portal, and field service management. Makula is an AI-powered customer operations platform designed to drive profits for OEMs, machinery manufacturers, distributors, and industrial facilities.

At a later stage of the study, improvements were implemented such as the introduction of new services, development of new process diagrams and improvements of the ...

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After-sales service focuses on helping customers get the most out of your product or service after the sale. This includes customer onboarding, continuous training, help desk ...

This service is particularly useful for Customers who, even many years after the initial sale, need to replace or upgrade parts of their devices. Spare parts are immediately available, ...

1.1 Aim of article The aim of this article is to systematically review the previous POM work on after-sales services and aftermarket support. The review examines the research ...

One-stop service: Total solution package including key sub-system equipment, installation & after sales service. Unique management mechanism: sub-single and group management functions ...

(4) The cabinet can integrate multiple systems such as UPS power supply, power distribution, refrigeration, access control, cabinet, lighting, fire protection, dynamic monitoring, emergency ...

Abstract After-sales and aftermarkets are significant revenue streams for industrial companies. After-sales services are activities during warranty periods that include field ...

This article will delve into the core value of overseas after-sales management systems, the overseas after-sales customer service team, and the essential capabilities ...

Abstract After-sales service in firms manufacturing and selling durable goods has a strategic relevance in its potential contribution to company profitability, customer retention and ...

One-stop service: Total solution package including key sub-system equipment, installation & after sales service. Unique management mechanism: sub-single and group management functions ...

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